

# Clearspan® OpEasy® Management Suite Release 25.1.SP1

**FEBRUARY 2025**

**RELEASE NOTES**

**VERSION 1**



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# OVERVIEW

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This document describes enhancements and corrections in the Clearspan® OpEasy® 25.1 SP1 release.

## DESCRIPTION

OpEasy® is a suite of applications that simplifies the process of adding and managing users on the Clearspan system. Using OpEasy, an administrator with little or no Clearspan expertise can perform many of the typical user-related administrative tasks, without being exposed to the complexities of the underlying system. OpEasy includes auto-install and web features for Mitel, Cisco, Panasonic and Poly/Polycom phones along with provisioning, reporting, and system management capabilities.

## PROVISIONING

OpEasy allows administrators to define 'user profiles' establishing a common feature set and a phone template for each profile. Once profiles are defined, administrators can enter non-technical data such as a user's name, phone number, and location with a specified user profile, and OpEasy does the rest. OpEasy also supports customizations and mass provisioning.

## REPORTING

OpEasy contains several options for generating various reports related to users, devices, and licenses. Reports are generated as Microsoft® Excel® spreadsheets, which allow easy export and manipulation of the data if desired.

## SYSTEM MANAGEMENT

OpEasy provides additional management features for System Administrators such as the SNMP Trap Manager, status information on system components, Emergency Gateway Manager, and login management.

## COMPATIBILITY

This release of OpEasy supports:

- Microsoft Edge 103 or later
- Google Chrome 64 or later
- Firefox Quantum 58 or later
- License Manager version 25.1

## SUPPORTED SPREADSHEET VERSIONS FOR THIS RELEASE

With each OpEasy release, some or all the Import Spreadsheets may change. Any existing spreadsheets that are affected and that have yet to be imported cannot be imported once OpEasy is upgraded. Therefore, it is best to use (import) any affected spreadsheets that exist, prior to the upgrade. For future imports after upgrading OpEasy, obtain a new spreadsheet via the **Provisioning | Import | Get Worksheet** button for each of the changed spreadsheets. Use the following table to determine which spreadsheets have changed since your last installation of OpEasy.

	OpEasy 22.3	OpEasy 23.1	OpEasy 23.2	OpEasy 23.3, 23.3.SP1, 23.3.SP2	OpEasy 24.1, 24.1 SP1, 24.1 SP2	OpEasy 24.2	OpEasy 24.3, 24.3 SP1, 24.3.SP2	OpEasy 25.1, 25.1.SP1
Advanced Spreadsheet	A289	A290	A290	A292	A293	A295	A296	A296
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Enterprise Spreadsheet	E227	E227	E227	E228	E228	E229	E229	E230
Group Spreadsheet	G297	G298	G299	G300	G301	G302	G303	G304
System Spreadsheet	S206	S206	S206	S206	S206	S208	S208	S208

## NEW FEATURES IN OPEASY 25.1 SP1

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None

## ISSUES ADDRESSED IN OPEASY RELEASE 25.1 SP1

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Version 25.1 SP1 includes the following corrections:

**CC-5115** – Administrators made changes to Template Global Settings and the configuration files were not updated by OpEasy as expected. A restart of the CSInterface service restored the functionality to normal.

**Resolution:** The createCiscoConfig method was modified to use a local variable named “sipPort” instead of “port” so that the OCI port value would not be corrupted.

**CC-5131** – The domain part of the SIP contact address is missing when a User Profile is used in creating a user where the Clearspan Bridge is the primary device.

**Resolution:** The code has been corrected to set the SIP contact domain to the correct value.

**CC-5138** – The case of two admins adding users to the same device simultaneously may result in one success and one failure even though both admins receive success feedback.

**Resolution:** The code has been corrected to ensure changes to a single device made during simultaneous admin sessions will not impact user associations.

**CC-5155** – The “Device Rows” are no longer appearing on the ‘Users’ tab of an Advanced Export.

**Resolution:** The filter statements that blocked the Device Rows and SCA Only Rows from being reported were removed.

**CC-5186** – Cannot add an announcement file to an Auto Attendant via Advanced Import

**Resolution:** The API processing was corrected to advance to searching for an Auto Attendant after the search for a regular user fails.

## KNOWN LIMITATIONS AND ISSUES

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When using Basic Import, the administrator may encounter an issue where the Validate button is ignored. If the Validate button of the Basic worksheet does nothing when pressed (is being ignored), a Microsoft Excel ActiveX Controls issue introduced during a recent Microsoft update is likely causing the problem. This issue is explained at <http://stackoverflow.com/questions/27411399/microsoft-excel-activex-controls-disabled>.

Follow the instructions by going to C:\Users\{yourNameHere}\AppData\Local\Temp\Excel8.0 and removing the MSForms.exd file (or renaming it to something like MSForms.exd.delete.this.file). The system will recreate the file, but in a way that does not prevent the ActiveX controls from working. This should resolve the issue.

Basic Import spreadsheets cannot be used with Office 365 because Office 365 does not support the macro functionality used.

Deactivating a Ping account through deletion of the associated Clearspan user, or through unassignment from the associated Clearspan user, leaves the Ping account username unusable in the future. This is a limitation of the open-source framework upon which Ping is based. Use the **'Retain'** option to avoid this circumstance if there is an expectation that the username might be re-used.

## OPEASY INSTALLATION

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For specific instructions on upgrading to this release, refer to the OpEasy Upgrade Procedure document.